Helpful Tips for Technicians Performing Warranty Reprogramming Events

When reprogramming a vehicle module, technicians should follow these simple steps to avoid issues.

1. **ON THIS SCREEN:**
   - Make sure that the VIN displayed is correct and matches the vehicle VIN plate. If the VIN must be entered, carefully enter the full, accurate VIN.
   - Enter the job card (R.O.) number.

2. **ON THIS SCREEN:**
   - Make sure that the CORRECT controller is selected. If following a bulletin, find the EXACT match for the controller code and description contained in the bulletin.
When reprogramming is complete, SPS will provide a Warranty Claim Code on the screen:

ON THIS SCREEN:

- CORRECTLY and LEGIBLY document the Warranty Claim Code on the job card. Your Warranty Administrator will enter your code on the claim, and it MUST match the Code on file in SPS for the transaction to successfully pay. This information is very important when recalls are involved, and is used as evidence that the vehicle has been successfully reprogrammed.

If a job card involves two or more different recalls requiring programming, make sure it is clear to your Warranty Administrator which Warranty Claim Code is associated with which recall.

When following service or recall bulletins, Setup does not need to be performed unless the bulletin calls for both Programming and Setup. When required, complete Programming and Setup. If a separate SPS Warranty Claim Code is provided for each event, document both on the job card, noting which code is associated with the Programming event, and which is associated with the Setup event.
If you are blocked from performing a reprogramming event because SPS identifies that the module already has the correct calibration, and the message provides a Warranty Claim Code, note this information and the code on the job card.

**EXAMPLE: “Action Blocked” screen with Warranty Claim Code**

**ON THIS SCREEN:**
- CORRECTLY and LEGIBLY document the Warranty Claim Code on the job card.

**NOTE:** With select recall events, SPS will allow you to continue with a programming event even if the correct program is detected. In those cases, Click OK and proceed with reprogramming and document the Warranty Claim Code provided on the Action Complete screen.

**Multiple Reprogramming Events:** If a bulletin calls for reprogramming more than 1 module, ALL reprogramming events must be completed. Document the SPS Warranty Claims Code provided after each successful event on the job card. When the claim is submitted to GM, GM will check SPS logs to validate that all events have been completed. If any are missing, the claim will be rejected and the required service procedure will need to be completed.

**BULLETIN EXAMPLE**

#N192211740-01: Customer Satisfaction Program - Super Cruise Software Update

**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK.

2. Using GDS2, manually build the vehicle as a 2018 Cadillac CT6. You will not be able to see Digital Map Control Module data unless the vehicle is built.
3. Navigate in GDS2 to the Digital Map Module and enter the Data Display screen.
4. Verify that the Digital Map Version is 84743195 or a later (numerically higher) version as shown.
   - If the Digital Map Version is 84743195 or a later (numerically higher), proceed to step 5, but do not perform the USB Map Update.
   - If the Digital Map Version is lower than 84743195, proceed to step 5 and perform the USB Map Update.
5. Reprogram the Digital Map Control Module. Refer to K179 Digital Map Control Module: Programming and Setup in SI.
If you forget to document the Warranty Claim Code, or are informed by your Warranty Administrator that the Warranty Claim Code is rejecting as invalid, return to SPS to retrieve the correct Code associated with the reprogramming event.

1. Select and start “Service Programming System (SPS)”
2. Select “Settings”
3. Select “Warranty Claim Code” tab

ON THIS SCREEN:
- Scroll through and locate the event by VIN, date and module.
- Document the Warranty Claim Code on the job card.